

2020 Census 17. Census Questionnaire Assistance Operation (CQA)

Version: 6.0

Revision Date: 11/23/2020



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Facilitation & Analysis: Falyn Donaldson, Yelena Oleynikova





























Model Preparation: Godfrey Maynor

Subject Matter Experts: Thomas Welton, Lam Nguyen, Kevin Zajac, Amber Weems

Major Revision Change History

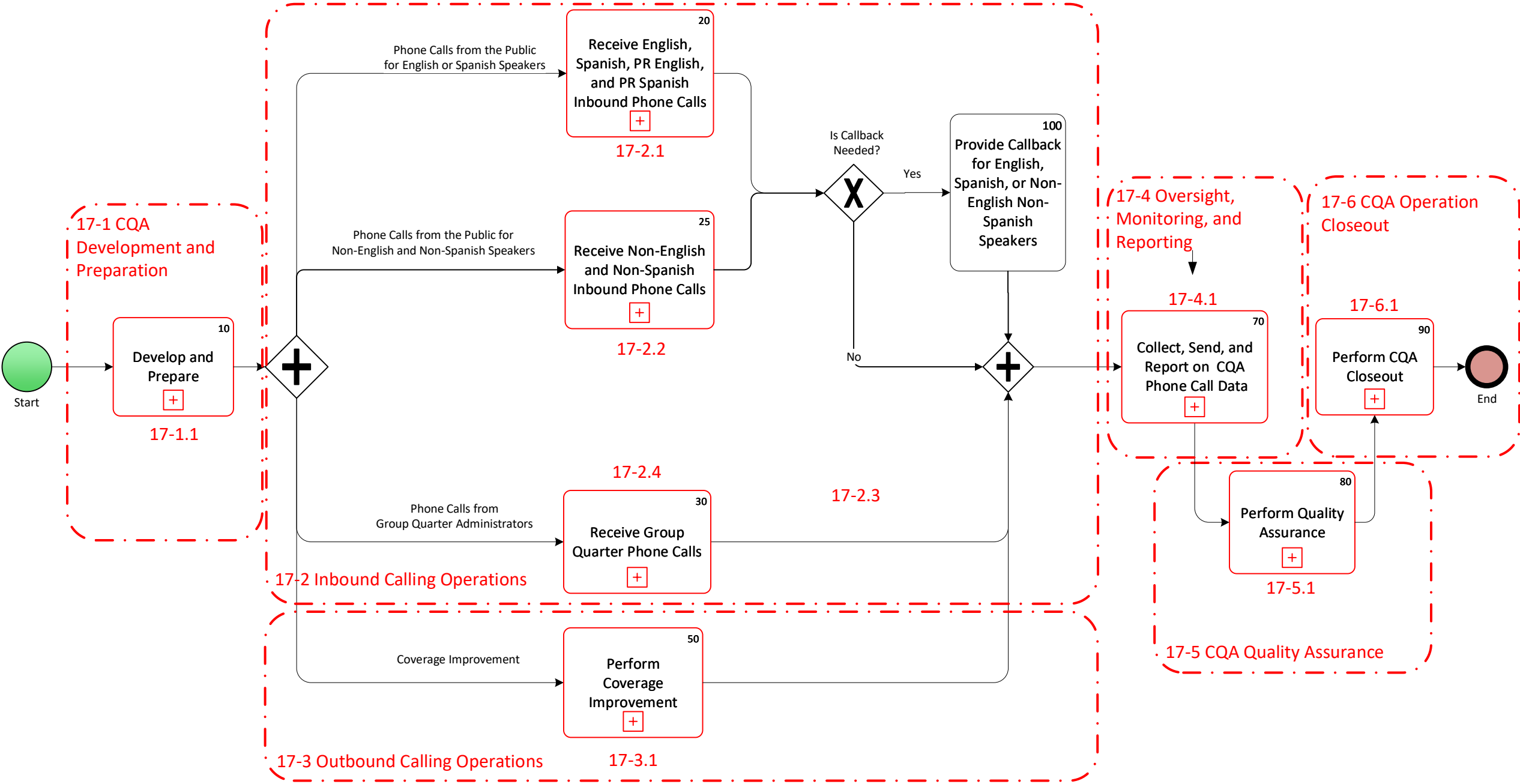
Date	Description	Author	Version #	Page #'s
05/05/2016	Created from the 2020 model	Elina Green	0.1	All
05/11/2016	Included "Provide Status" activity	Elina Green	0.2	P.4
05/18/2016	Updated with SME input regarding queuing of calls.	Elina Green	0.3	P.4
05/19/2016	Applied QC updates	Elina Green	0.4	
08/16/2016	Changed from "Re-Interview" to "Re-interview"; Revised page 7	Elina Green	0.5	P.7
01/23/2017	Updated to include systems layer; ran spell check	Elina Green	0.6	All
03/13/2017	Updated to include changes for March baseline	Elina Green	0.7	All
05/30/2017	Removed "EMAIL" functionality & UE Reinterviews	Elina Green	0.8	
08/02/2017	Added new activity "Oversight, Monitoring & Reporting" Changed "electronic" to ""Webchat", removed "metadata", Updated purpose statements.	Elina Green & LS	0.9	All
10/11/2017	DOP Support – changed "web chat" to "Webchat"		0.10	All
12/14/2017	Removed diagram for "Perform Quality Monitoring"	Elina Green	0.10	P.8
5/2/2018	Removed "INBOUND WEBCHAT" functionality	Chidinma Oyedokun	0.12	P.7
8/14/2018	Updated and formatted the entire BPM	Godfrey Maynor	2.0	All
10/1/2018	Removed " NRFU ReInterview" outbound call functionality	Godfrey Maynor	2.1	P.13-15
12/4/2018	Removed "Questionnaire Status" updates on Inbound Calls	Godfrey Maynor	2.2	P.7, 8, 10
2/19/2019	CR 7391 - Baseline	Godfrey Maynor	3.0	All
5/29/2019	BPM updates and Edits, Per CQA IPT Review	Godfrey Maynor	3.1	All
6/13/2019	BPM updates and Edits, Per FINAL CQA IPT Review	Godfrey Maynor	3.2	All
6/26/2019	CR 1110 - Baseline	Godfrey Maynor	4.0	All
5/01/2020	CR 1759 Updates for allowing Spanish/English callbacl from	Lam Nguyen	5.0	All
11/23/2020	Updated to match current state of operation.	Lam Nguyen	6.0	All

- Describe Census Operations business processes – activities, resources and key milestones
- Provide the details necessary for non-subject matter experts to understand the business process
- Contribute to the requirements development process
- Facilitate the linkage of business processes to IT capabilities
- Capture Operations inputs and outputs

Key:	Activities	Gateways	Data Objects	Other
<b>Events</b> Start:  End:  Intermediate Timed Event:  Flow continued on another page:  Flow continued from another page: 	<p>Activity at atomic level:  Activity containing a sub process:  Optional Activity Numbering:   <i>Note: If numbering, number by 10s to leave room for additional activities between initial activities, just in case they are needed.</i></p> <hr/> <p>Activity involving:</p> <p>→ USER interacting with a system or software:  Activity → MANUAL activity (no system/software involved):  Activity → SERVICE or batch processing:  Activity → Any system developed specifically for Census' use:  Activity → Both a system developed specifically for Census' use <u>and</u> COTS products:  Activity</p> <p>→ SENDING a message:  Activity → RECEIVING a message:  Activity → RECURRING steps:  Activity → Any commercial-off-the-shelf (COTS) products:  Activity  Activity</p>	Exclusive:  Parallel:  Event Based: 	Input:  Output:  Data Store: 	Sequence Flow:  Association:  Annotation:  <small>This file is created the SME before the process kicks off.</small>

# 2020 Census 17. Census Questionnaire Assistance Operation (CQA)

Purpose: Provide questionnaire assistance for respondents by answering questions about specific items on the census form or other frequently asked questions about the 2020 Census and provide an option for callers to complete a census interview over the telephone. Also, provides outbound calling in support of Coverage Improvement.

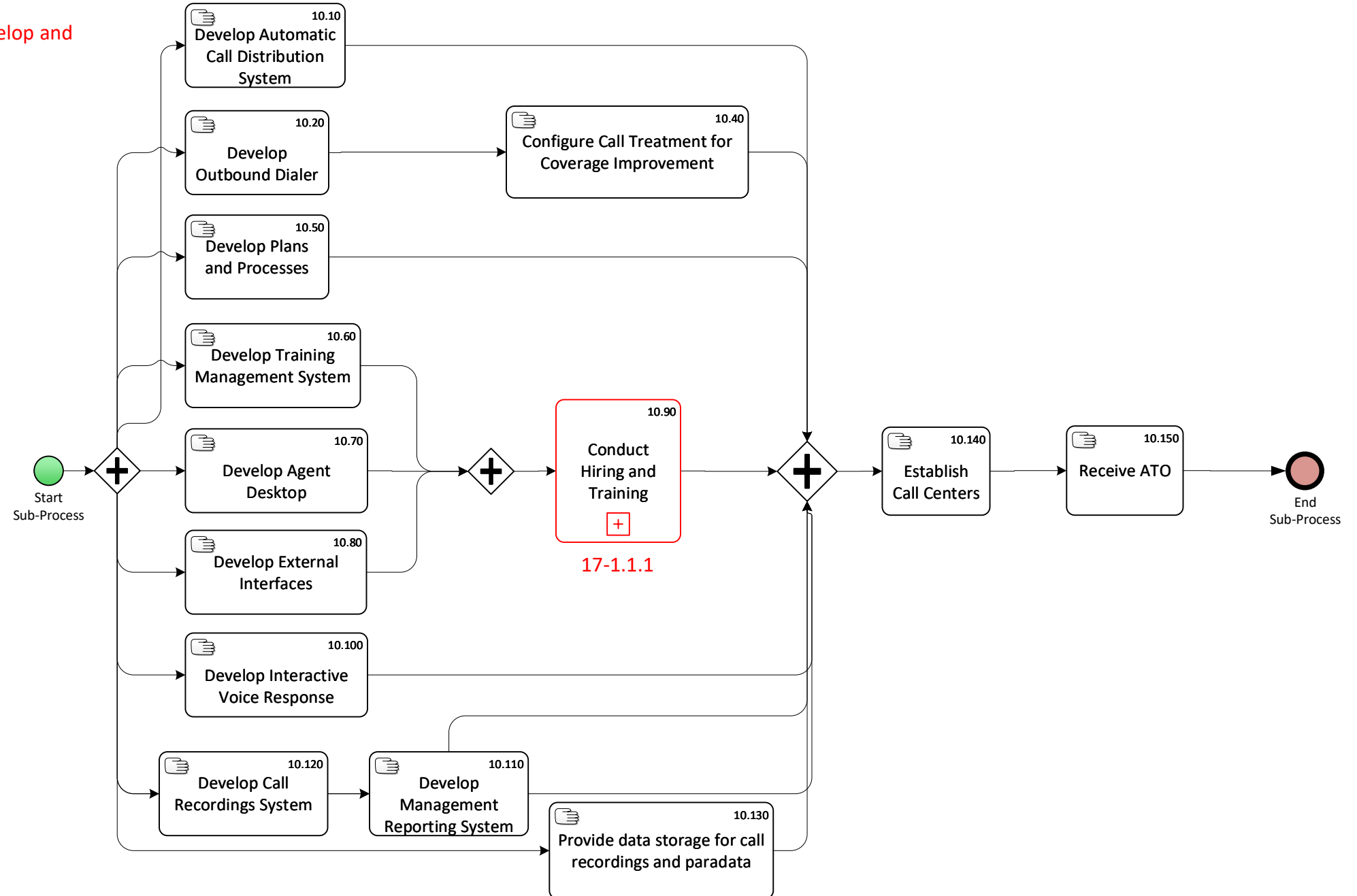




## 10 Develop and Prepare

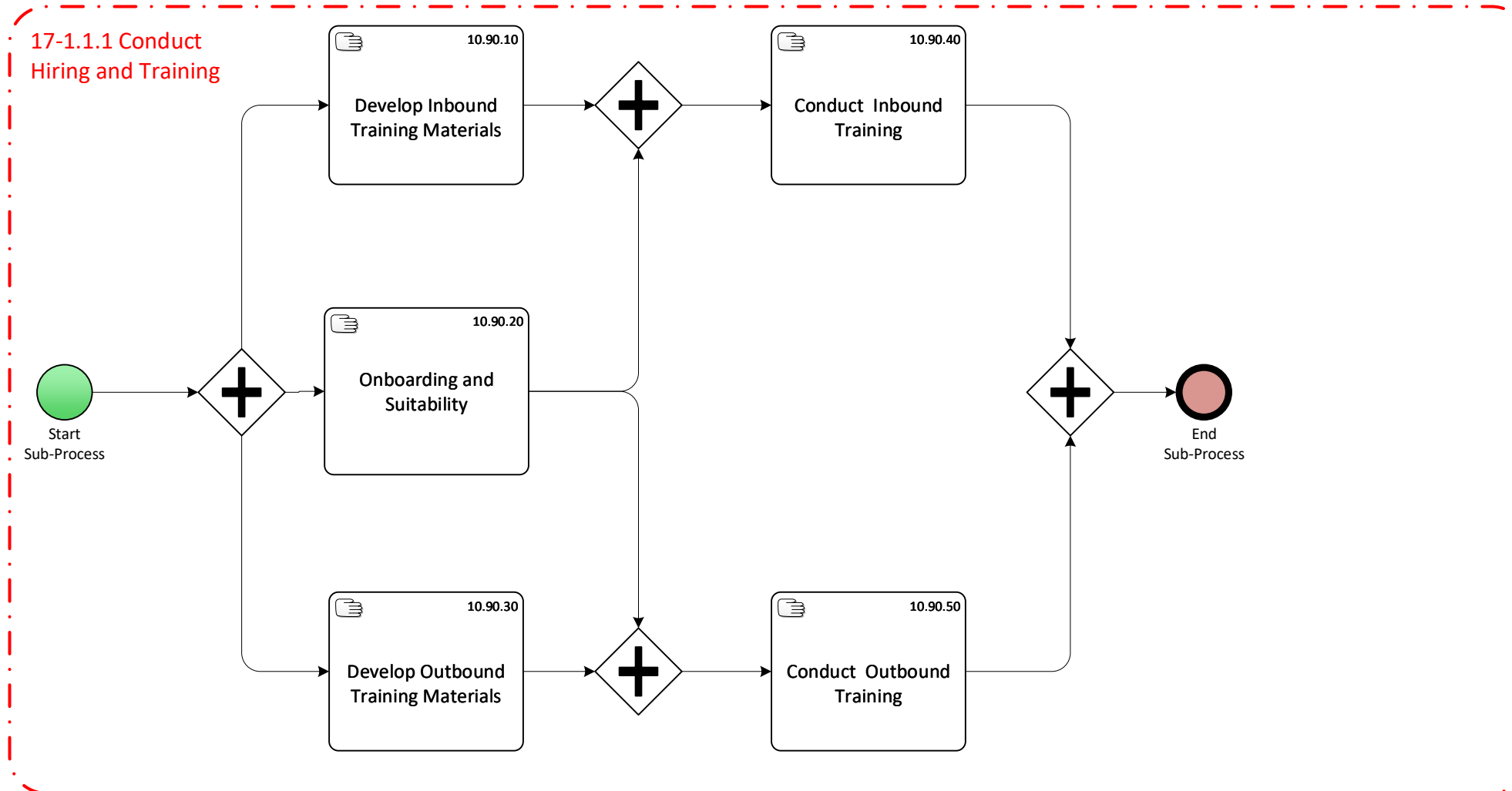
**Purpose:** Develop, configure, and plan all of the operating procedures and devices that will be necessary for the establishment of the Census Call Centers.

### 17-1.1 Develop and Prepare



## 10.90 Conduct Hiring and Training

Purpose: Conduct the necessary tasks for hiring and training the Census Call Center Staff.

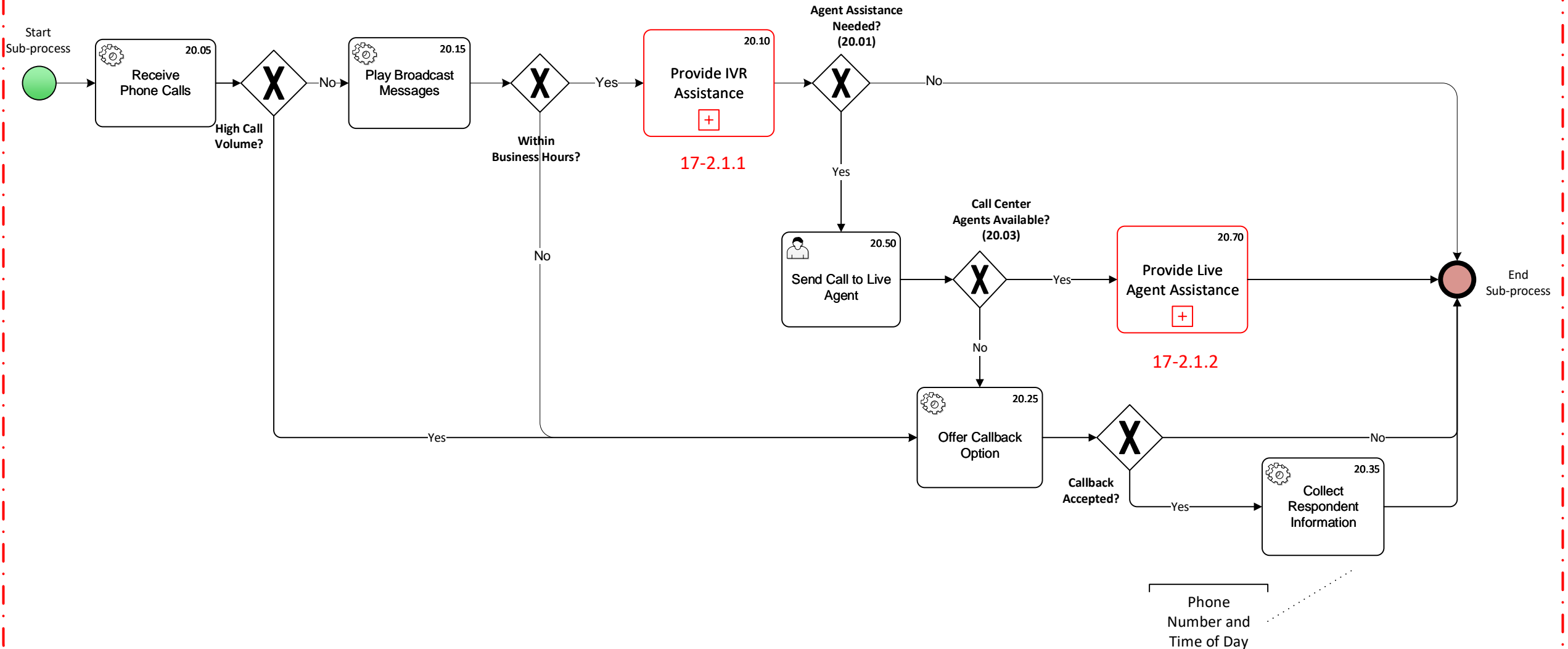




## 20 Receive English, Spanish, PR English, and PR Spanish Inbound Phone Calls

Purpose: Receive, route , and provide live assistance for inbound calls from Respondents, in reference to the US Census.

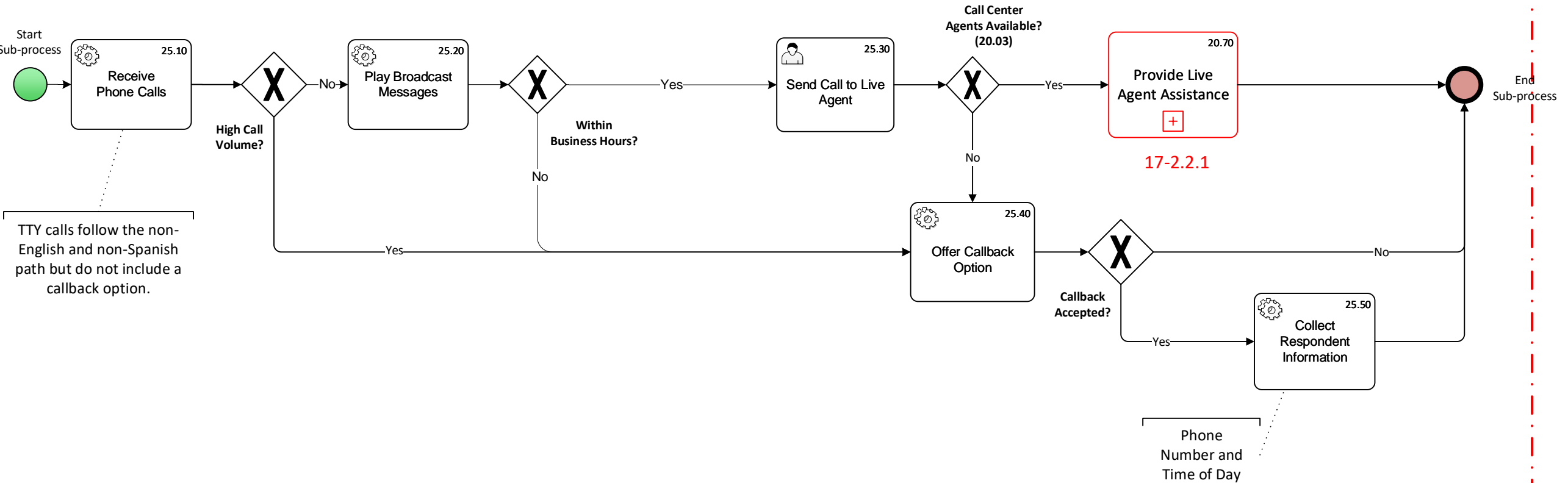
### 17-2.1 Receive English, Spanish, PR English, and PR Spanish Inbound Phone Calls



## 25 Receive Non-English and Non-Spanish Inbound Phone Calls

Purpose: Receive, route , and provide live assistance for inbound calls from Respondents, in reference to the US Census.

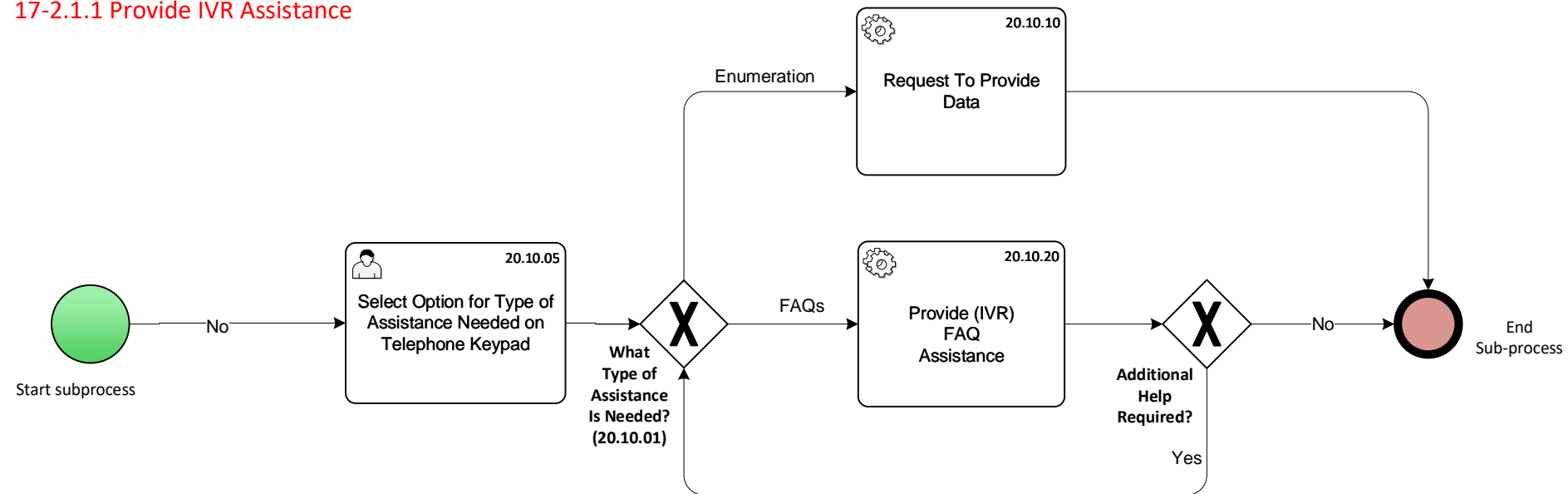
### 17-2.2 Receive Non-English and Non-Spanish Inbound Phone Calls



## 20.10 Provide IVR Assistance

**Purpose:** Provide Interactive Voice Responses (IVR) to Respondents for Inbound Calls. These are recorded responses that can provide the caller with frequently asked questions and answers.

### 17-2.1.1 Provide IVR Assistance





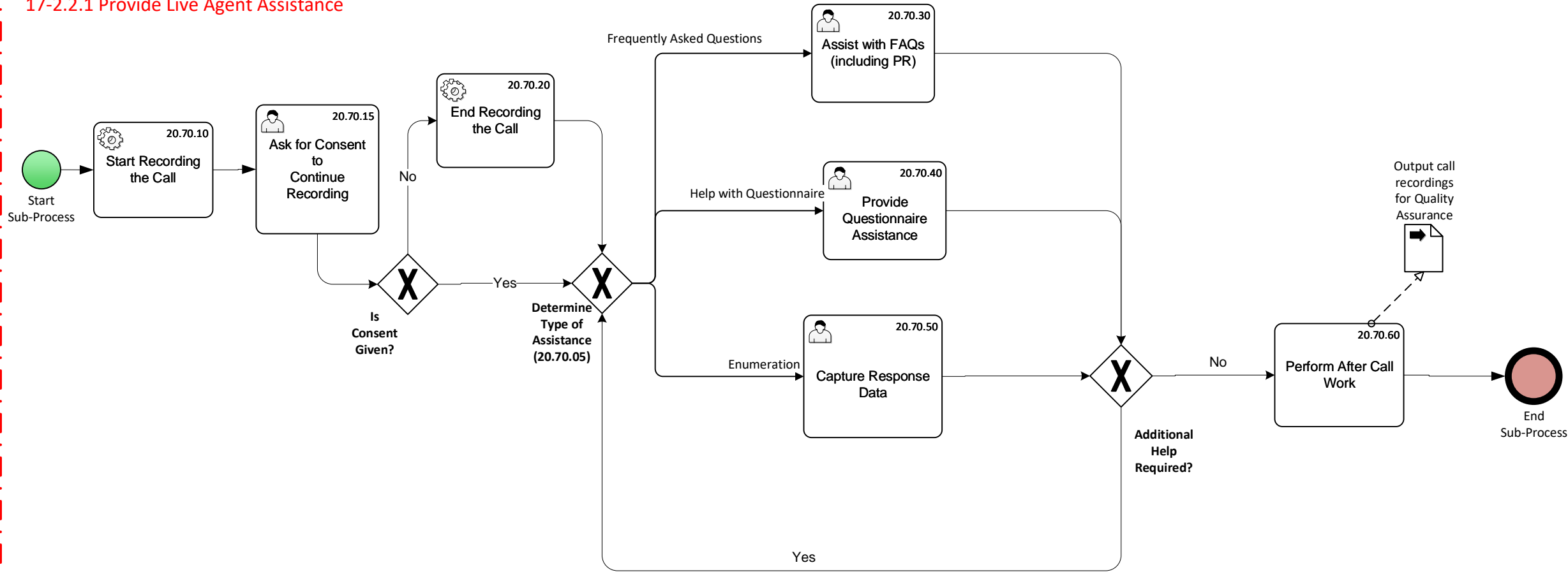


# 20.70 Provide Live Agent Assistance

**Purpose:** Provide live agent assistance and enumeration to Respondent inbound calls, as they complete the Census questionnaires.



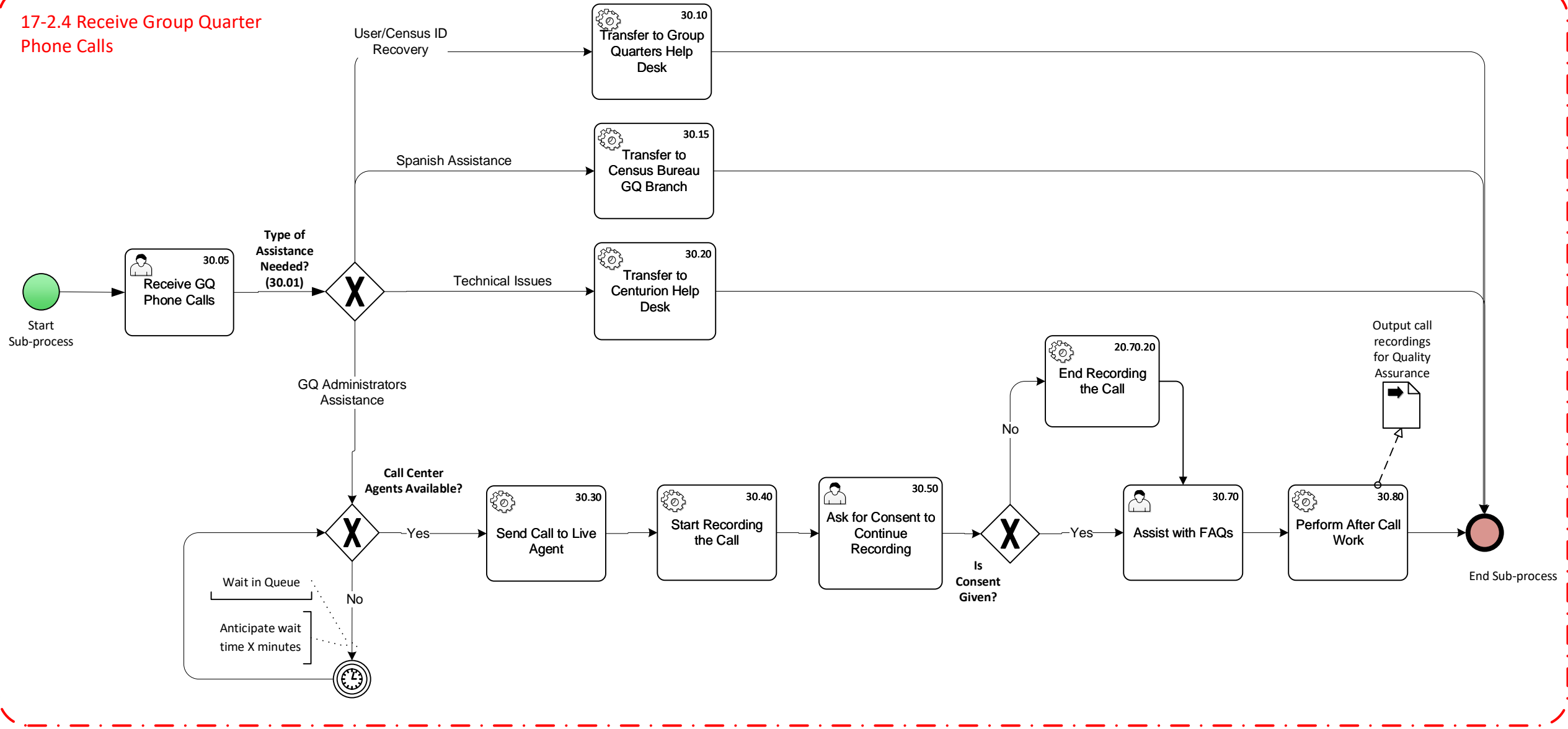
17-2.1.2 Provide Live Agent Assistance  
Also  
17-2.2.1 Provide Live Agent Assistance



## 30. Receive GQ Phone Calls

Purpose: Receive, route , and provide live assistance for inbound calls from GQ Respondents, in reference to the US Census.

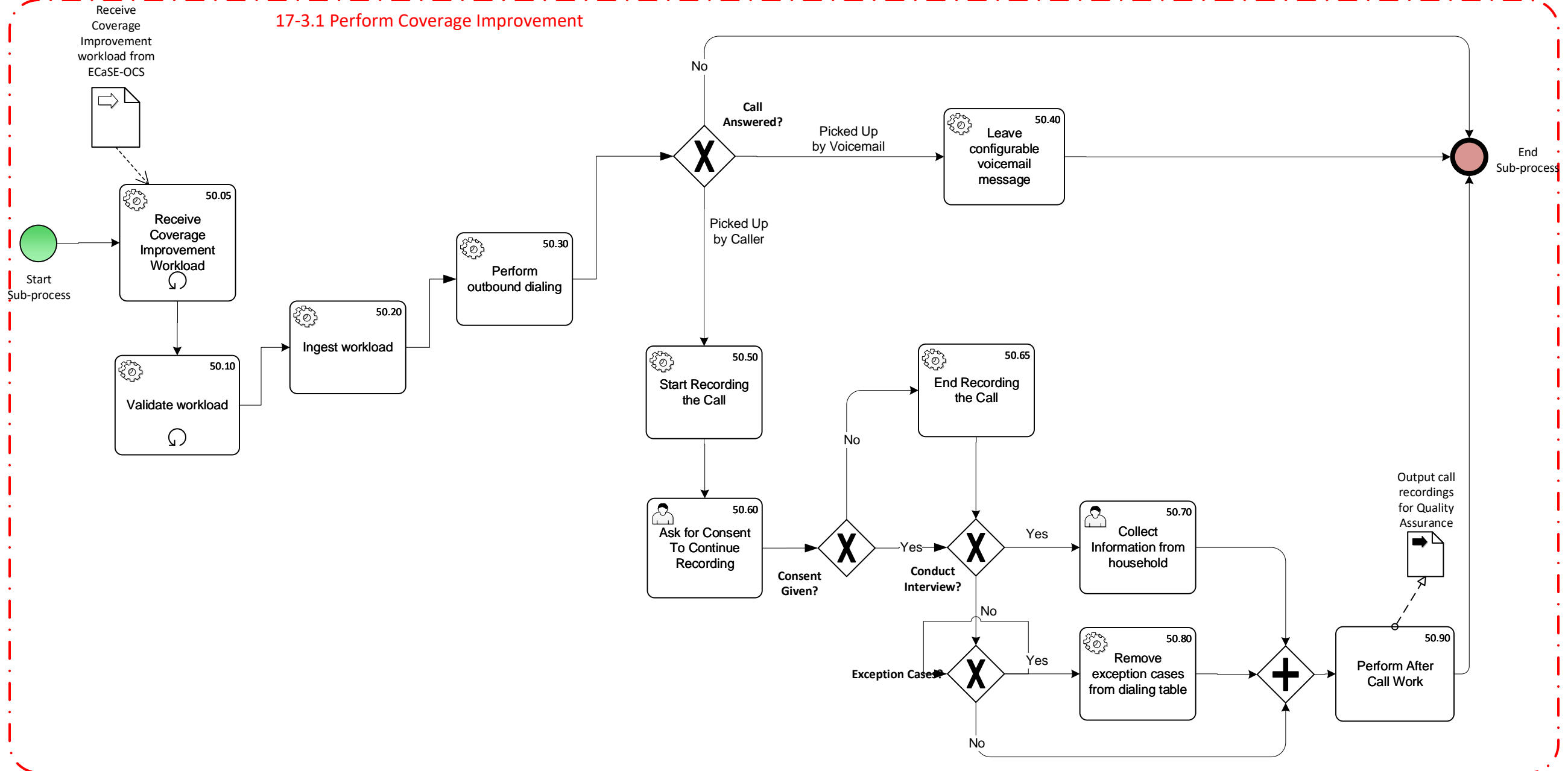
### 17-2.4 Receive Group Quarter Phone Calls



## 50 Perform Coverage Improvement

**Purpose:** Perform outbound calls to Respondents as part of the Coverage Improvement operation, verifying and recollecting case information for accuracy.

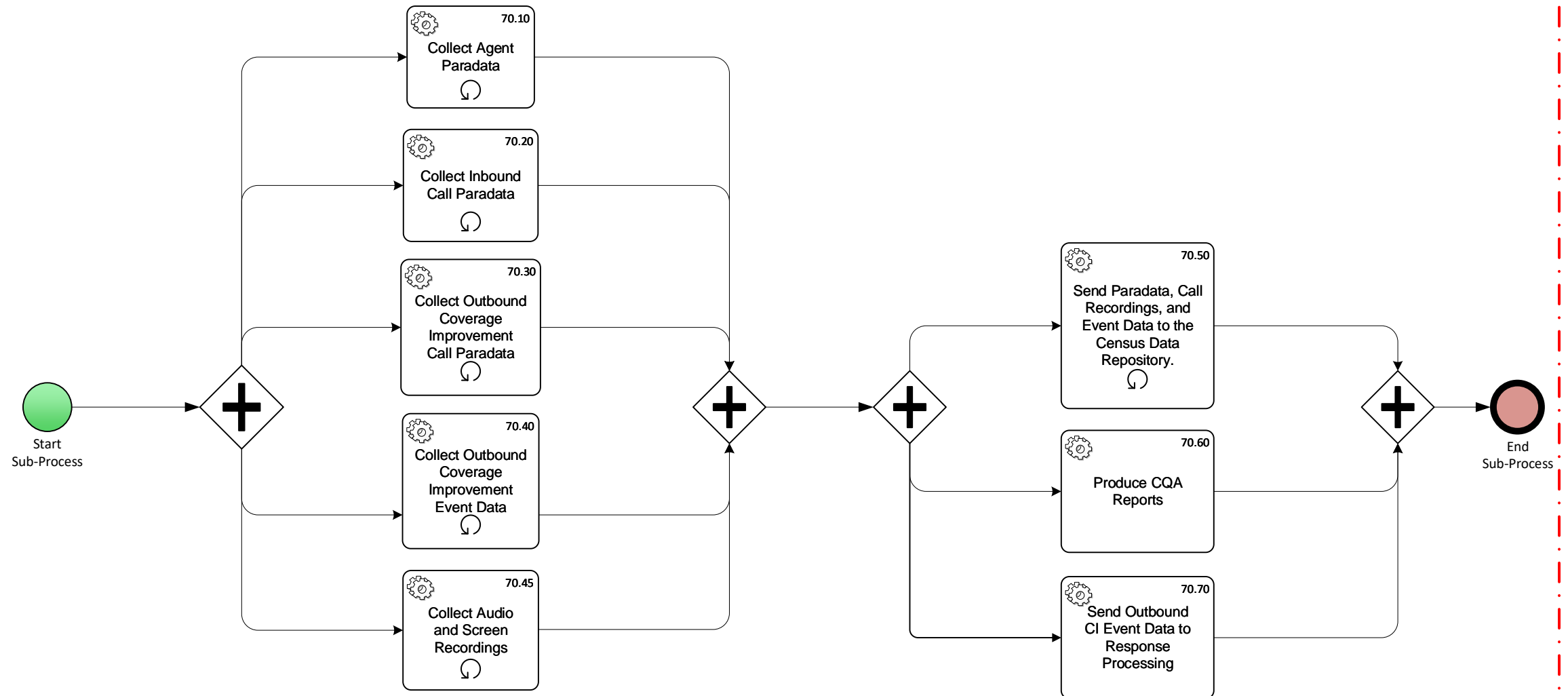
### 17-3.1 Perform Coverage Improvement



## 70. Collect, Send, and Report on CQA Phone Call Data

**Purpose:** Collect inbound and outbound phone call paradata/metrics, produce some CQA reports, save it in the Census central data repository for future access/analysis.

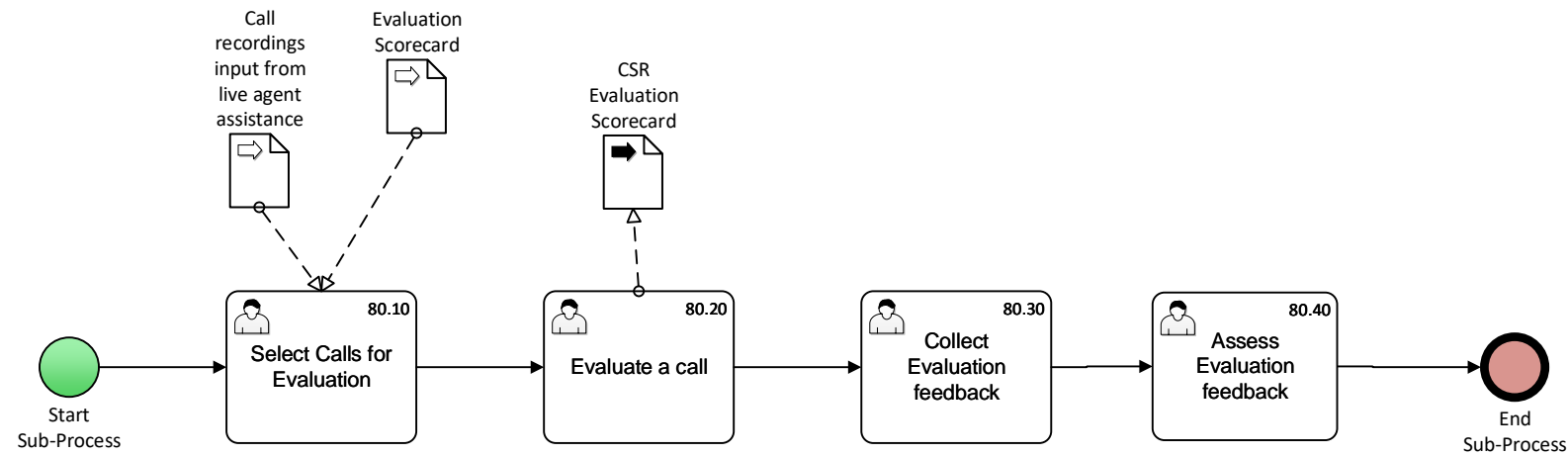
### 17-4.1 Collect, Send, and Report on CQA Phone Call Data



## 80. Perform Quality Assurance

Purpose: Perform QA Evaluation on a sample of CQA agent assisted inbound and outbound calls.

### 17-5.1 Perform Quality Assurance



## 90. Perform CQA Closeout

Purpose: Prepare CQA Phone Call Data for the Archiving Operation and closeout all activities for the CQA Operation.

### 17-6.1 Perform CQA Closeout

